

**NJDOT Bureau of Research
QUARTERLY PROGRESS REPORT**

Project Title: Mobility Information Needs of Limited English Proficiency People In NJ - Year II				
RFP Number: 2002-20		NJDOT Research Project Manager: Ed Kondrath, New Jersey DOT		
Task Order Number/Study Number: TO-39		Principal Investigator: Liu, Rachel		
Project Starting Date: 1/1/ 2003		Period Starting Date: 7/01/2004		
Original Project Ending Date: 06/30/2004		Period Ending Date: 9/30/2004		
Modified Completion Date: 12/31/2004				

Task	% of Total	% of Task this quarter	% of Task to date	% of Total Complete
Literature Review	10	100	100	10
Identify Source of Information on LEP Groups	5	100	100	5
Identify and Classify the NJLEP population	5	100	100	5
Survey of LEP population	10	90	100	10
Survey of transit agencies	10	20	100	10
Survey of international oriented activity centers	10	90	100	10
survey of selected international transit agencies	10	90	100	10
Nonverbal Communication Approaches	10	60	90	9
Synthesizing Verbal and Nonverbal Communication Approaches	10	50	80	8
Synthesizing w/LEP market Research	10	50	80	8
Quarterly and Final Report	10	20	50	5
Final Report				
TOTAL	100 %			90.0 %

Project Objectives:

1. Provide residents and travelers in New Jersey who have limited English proficiency with the ability to gain essential access to New Jersey's transportation opportunities, such as bus, rail, road, water and air. Unique in the United States, New Jersey has only one transit agency, NJ Transit, for all modes of Public Transportation in the state. This unique organizational structure will help to afford comprehensive and consistent solutions for public transportation infrastructure systems as well as better management and customer services for the traveling public. This research should assist NJT maintain and improve the quality of transit services.
2. Further New Jersey transportation agencies' compliance with Title VI regulations as they pertain to the avoidance of discrimination against people of different national origins or language proficiency.
3. Provide NJ Transit and NJDOT with a manual to be used in recommending ways of improving their service to the LEP population in New Jersey.
4. Pay particular attention to the cost and cost effectiveness

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information of individual practices gathered in the survey. The research team will present an evaluation of each technique in terms of cost and time frame of implementation so NJ Transit will be able to select the most cost-effective methods in a timely manner to serve the LEP population in New Jersey.

Project Abstract:

Charged to Further New Jersey transportation agencies' compliance with Title VI regulations as they pertain to the avoidance of discrimination against people of different national origins or language proficiency. This research will provide NJ Transit and NJDOT with a manual to be used in recommending ways of improving their service to the LEP population in New Jersey. Pay particular attention to the cost and cost effectiveness information of individual practices gathered in the survey. The research team will present an evaluation of each technique in terms of cost and time frame of implementation so NJ Transit will be able to select the most cost-effective methods in a timely manner to serve the LEP population in New Jersey.

1. Progress this quarter by task:

To date, we have conducted literature review and are in the process of composing the literature review Technical Memorandum.

We also searched the data sources of LEP population, and contacted various groups for future survey

2. Proposed activities for next quarter by task:

Conduct surveys of community groups in NJ and analyze the mobility information needs of such groups

3. List of deliverables provided in this quarter by task (product date):

draft final report

4. Progress on implementation and training activities:

In Progress

5. Problems/proposed solutions:

6. Budget summary:

Total Project Budget	\$230,393.00
Modified Contract Amount	\$0.00
Total Project Expenditure to date	\$132,555.00
% of Total Project Budget Expended	57.53%